

PATENT  
Attorney Docket No.: NUASI-00101



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Carl Schoeneberger et al

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art Unit:

) Examiner:

) **SUPPLEMENTAL INFORMATION**  
) **DISCLOSURE STATEMENT**

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) (408) 530-9700

Customer No. 28960

\_\_\_\_\_  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 5,848,143;
- U.S. Patent No. 5,903,642;
- U.S. Patent No. 6,049,603;
- U.S. Patent No. 6,094,479;
- U.S. Patent No. 6,122,364; and
- U.S. Patent No. 6,542,475 B1.

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the:  
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HAVERSTOCK & OWENS LLP  
Date: 11/21/03 By: [Signature]

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 11-21-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
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Attorneys for Applicants



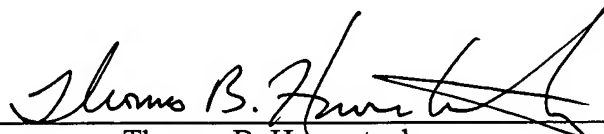
**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 11-21-03

By: \_\_\_\_\_

  
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FORM PTO-1485  
(Modified)

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U.S. Department of Commerce  
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Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
(Use Separate Sheets If Necessary)

Applicant: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: 7/31/03

Group Art Unit:

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	5,848,143	12/08/98	Andrews et al.	379	219	03/04/96
	AB	5,903,642	05/11/99	Schwartz et al.	379	309	09/24/97
	AC	6,049,603	04/11/00	Schwartz et al.	379	309	02/02/99
	AD	6,094,479	07/25/00	Lindeberg et al.	379	220	05/06/97
	AE	6,122,364	09/19/00	Petrunka et al.	379	265	12/02/97
	AF	6,542,475 B1	04/01/03	Bala et al.	370	271	08/09/99
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AU	
	AV	
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Examiner:

Date Considered:

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.